Office of the Chief Technology Officer

www.octo.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	$77,223,306	$27,438,417	$45,263,242	65.0
FTEs	128.0	135.0	186.0	37.8

The mission of the Office of the Chief Technology Officer (OCTO) is to guide and leverage the District's investment in information technology (IT) and telecommunications systems so that the Mayor's strategic goals are advanced, District agencies and departments provide services more efficiently and effectively, and access to technology is expanded for all residents.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- OCTO will establish the foundational management infrastructure the District needs to maintain high performance in IT over the long term.
  - By the end of 4th quarter FY 2005, OCTO will have finalized agreements with a total of 15 (from program inception to date) Adopt an Agency private sponsors to partner with District agencies.
  - By the end of 4th quarter FY 2005, eight District agency IT directors will have obtained OCTO Chief Information Officer (CIO) certification, which reflects the qualifications for mature IT leadership and permits District IT directors to hold the title "CIO."
- OCTO will build enabling IT infrastructures to establish the foundation of IT data access and communications infrastructures needed to support citywide applications.
  - By the end of 4th quarter FY 2005, OCTO will complete 40 percent of construction of the District's Unified Communications Center.
- OCTO will develop and implement enterprise and business process applications both citywide and for individual or multiple agencies.
  - By the end of 4th quarter FY 2005, as part of the Administrative Services Modernization Program (ASMP), OCTO will select Enterprise Resource Planning (ERP) software for core Human Resources, Procurement and Budget applications.
  - By the end of 4th quarter FY 2005, OCTO will have implemented 75 percent of Business Process Reengineering projects.

- OCTO will make e-government a reality and expand access to technology for all District stakeholders - residents, businesses, visitors, educational institutions, and neighborhoods - by integrating citywide services and information.
- By the end of 4th quarter FY 2005, OCTO will migrate static content of 50.0 percent of the District agency websites to a dynamic content management system.
- By the end of 4th quarter FY 2005, OCTO will launch 20 new information and service delivery features on the District's web site.
- By the end of 4th quarter FY 2005, OCTO will complete 90.0 percent of the DMV online project, including revisions and enhancements identified in FY 2003.

Gross Funds

The proposed budget is $45,263,242 representing a change of 65.0 percent from the FY 2004 approved budget of $27,438,417. There are 186.0 total FTEs for the agency, an increase of 51.0, or 37.8 percent, from the FY 2004 approved budget.

Programs

The Office of the Chief Technology Officer is committed to the following programs:

Agency Management Program

	FY 2004	FY 2005
Budget	$2,578,557	$1,614,219
FTEs	14.0	13.0

Funding by Source

Tables TO0-1 and 2 show the sources of funding and FTEs by fund type for the Office of the Chief Technology Officer.

Table TO0-1
FY 2005 Proposed Operating Budget, by Revenue Type
(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	13,896	13,435	15,799	40,903	25,104	158.9
Special Purpose Revenue Fund	2	0	0	0	0	0.0
Total for General Fund	**13,898**	**13,435**	**15,799**	**40,903**	**25,104**	**158.9**
Federal Payments	3,863	37,967	0	0	0	0.0
Federal Grant	-1,516	0	0	0	0	0.0
Total for Federal Resources	**2,347**	**37,967**	**0**	**0**	**0**	**0.0**
Intra-District Fund	11,511	25,821	11,640	4,360	-7,279	-62.5
Total for Intra-District Funds	**11,511**	**25,821**	**11,640**	**4,360**	**-7,279**	**-62.5**
Gross Funds	**27,756**	**77,223**	**27,438**	**45,263**	**17,825**	**65.0**

Table TO0-2
FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	88	61	110	182	72	65.5
Total for General Fund	**88**	**61**	**110**	**182**	**72**	**65.5**
Intra-District Funds						
Intra-District Fund	0	67	25	4	-21	-84.0
Total for Intra-District Funds	**0**	**67**	**25**	**4**	**-21**	**-84.0**
Total Proposed FTEs	**88**	**128**	**135**	**182**	**51**	**37.8**

Expenditure by Comptroller Source Group

Table TO0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table TO0-3
FY 2005 Proposed Operating Budget, by Comptroller Source Group
(dollars in thousands)

Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	6,769	7,192	8,104	12,882	4,778	59.0
12 Regular Pay - Other	37	204	0	0	0	0.0
13 Additional Gross Pay	77	135	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	983	1,213	1,673	2,468	795	47.5
15 Overtime Pay	148	72	0	0	0	0.0
Subtotal Personal Services (PS)	**8,013**	**8,815**	**9,777**	**15,349**	**5,573**	**57.0**
20 Supplies and Materials	233	357	434	663	230	53.0
30 Energy, Comm. And Bldg Rentals	184	261	307	422	115	37.3
31 Telephone, Telegraph, Telegram, Etc	447	1,348	1,042	2,287	1,245	119.4
32 Rentals - Land And Structures	98	637	3,366	3,086	-280	-8.3
33 Janitorial Services	0	109	315	156	-159	-50.4
34 Security Services	0	309	401	627	226	56.3
35 Occupancy Fixed Costs	0	0	0	290	290	100.0
40 Other Services And Charges	2,306	4,935	1,945	3,514	1,568	80.6
41 Contractual Services - Other	16,346	55,483	9,098	13,792	4,694	51.6
60 Land And Buildings	-1	0	0	0	0	0.0
70 Equipment & Equipment Rental	129	4,971	754	5,076	4,322	573.0
91 Expense Not Budgeted Others	0	0	0	0	0	0.0
Subtotal Nonpersonal Services (NPS)	**19,743**	**68,408**	**17,662**	**29,914**	**12,252**	**69.4**
Total Proposed Operating Budget	**27,756**	**77,223**	**27,438**	**45,263**	**17,825**	**65.0**

Expenditure by Program

This funding is budgeted by program and OCTO has the following program structure.

Figure TO0-1
Office of the Chief Technology Officer
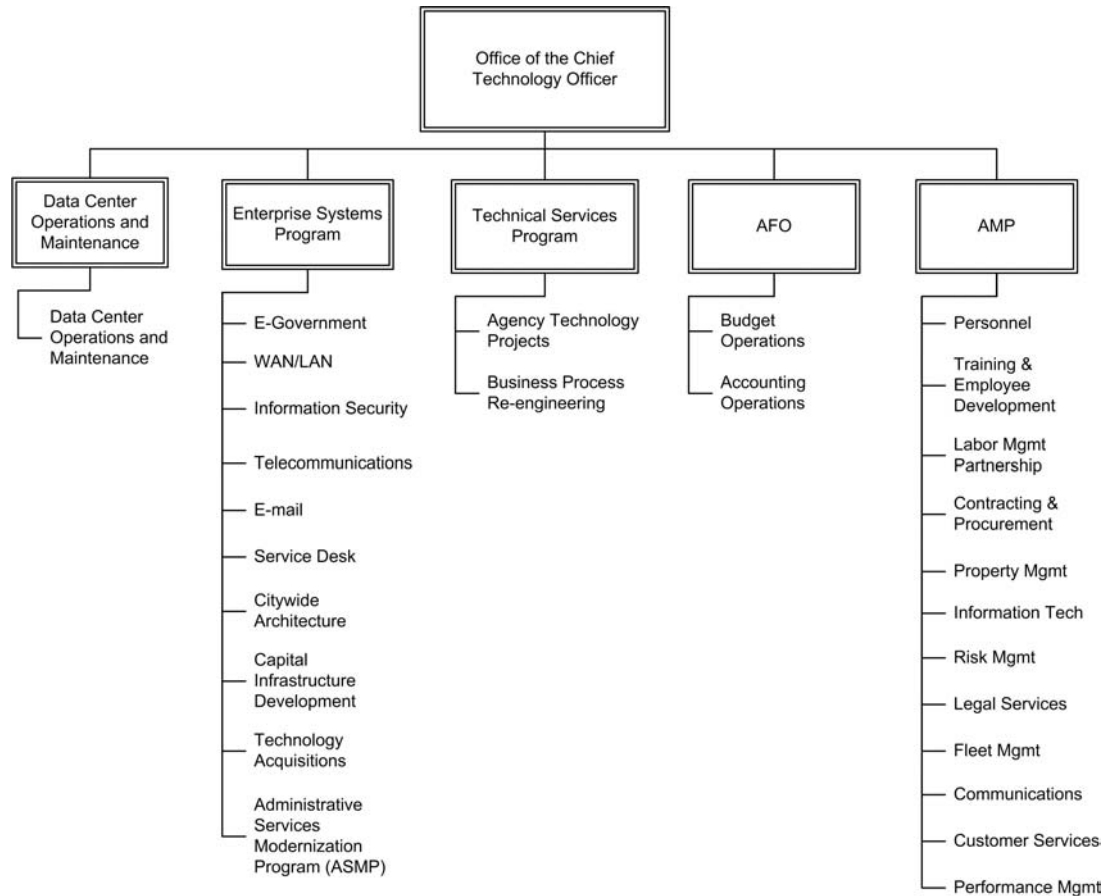
Program Description

The **Agency Management** program provides the operational support required by agency personnel to ensure that they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies.

More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

This program has a gross funds decrease of $964,338, or 37.4 percent from the FY 2004 approved budget of $2,578,557. This includes all Local funds. This change is primarily due to adjustments to correctly align personal services costs and the creation of the new Agency Financial Operations program, whose activities and funding were previously included in AMP. The program supports 13.0 FTEs, a decrease of 1.0 FTE from the FY 2004 approved level.

Key Result Measures
Program 1: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Janet Mahaney; Bruce Witty; Linda Argo; Cliff Brock; Kim Agosto; Gerry Roth; Christina Fleps; Peter Roy; Adam Rubinson; Doug Kuhn; Libby Clapp

Supervisor(s): Suzanne Peck, Chief Technology Officer

Measure 1.1: Dollars saved by agency-based labor management partnership project(s)

| | Fiscal Year | | |
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost saving as a key objective.

Measure 1.2: Percent variance of estimate to actual expenditure (over/under)

| | Fiscal Year | | |
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Measure 1.3: Cost of Risk

| | Fiscal Year | | |
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 1.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

| | Fiscal Year | | |
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

Measure 1.5: Percent of Key Result Measures achieved

| | Fiscal Year | | |
	2004	2005	2006
Target	70	70	70
Actual	-	-	-

Enterprise Systems

	FY 2004	FY 2005
Budget	5,522,201	$27,739,166
FTEs	29.0	92.0

Program Description

The **Enterprise Systems** program builds an integrated technology culture and selects and develops information technologies that enable and support critical citywide, cross-cutting agency business processes, functions and activities. This program has ten activities:

- **E-Government** - provides Web-enabled infrastructure, policy guidelines and services to District agencies so that District residents, businesses and visitors have consistent online, 24/7 access to updated/current information and the ability to transact business electronically with the District government.
- **E-Mail** - provides enterprise-wide e-mail services to District agencies, so they can communicate using a full-featured, reliable, secure and cost-efficient messaging environment.
- **Technology Acquisition** - provides IT planning, budgeting and procurement services to all District agencies to enable them to make informed technology decisions and to maximize the District's purchasing power and IT investments.
- **Information Security** - provides information security services, including policies, plans and infrastructure to all agencies and externally connected entities so they can conduct their business with the assurance of confidentiality, integrity, and the availability of their IT infrastructure.
- **Service Desk** - provides help desk, desktop and other IT end user device services to IT users so they can have a productive, available, reliable, and cost-effective desktop.
- **Telecommunications** - provides voice telephone support services to all District agencies so they can have a one-stop solution providing the best product that is reliable and meets their business needs at the lowest cost and with the production of accurate bills.
- **Citywide Architecture** - provides leadership, policy, technical guidance and operational support services to agencies' IT and telecommunication personnel so they can increase application reliability, broaden access to citywide data in a supported architecture, and decrease the cost of implementing and maintaining applications.
- **Administrative Services Modernization Program (ASMP)** - replaces, modernizes, and integrates core, enterprise-wide adminis-

trative systems so that agencies with key city-wide administrative functions can leverage resources, streamline operations, cut costs, and deliver services more efficiently and effectively to all city agencies.

- **Wide Area Network (WAN)/Local Area Network (LAN)** - provides data connection services to District agencies so they can access their networked services, such as business applications, e-mail and the Internet, in a cost-effective, reliable and secure environment.
- **Capital Infrastructure Development** - provides enterprise project identification, management, execution and transitional services to District government agencies so they can have citywide applications enabling new business processes, efficiencies, and higher customer service levels.

Program Budget Summary

This program has a gross funds increase of $22,216,966 or 402.3 percent over the approved budget of $5,522,201. This includes all Local funds. This change is primarily due to increased operating costs to projects formerly funded by capital and adjustments to fixed costs. Upon completion of capital projects, the transition to operations requires maintenance and operational support. The proposed budget for operating capital projects account for $20,287,245 or 91.3 percent of the increase in the Enterprise Systems program. Proposed funding for operational support of former capital projects are as follows:

- DC WAN/LAN $6.0 million
- IT Security 4.5 million
- EMAIL $4.0 million
- Telecommunications $2.8 million
- Geographic Information Systems $1.31 million
- E-Government, $1.67 million

The program supports 92.0 FTEs, an increase of 63.0 over the FY 2004 approved level. Of the 63.0 new FTEs, 51.0 are to support the operations of former capital projects.

Key Result Measures
Program 2: Enterprise Systems Program

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Adam Rubinson; Cliff Brock; Gerry Roth; Peter Roy

Supervisor(s): Suzanne Peck, Chief Technology Officer

Measure 2.1: Percent of the static content on District agency websites migrated to a dynamic content management system

	Fiscal Year		
	2004	2005	2006
Target	50	60	90
Actual	-	-	-

Measure 2.2: Percent of DMV Online Project, including previously planned revisions and enhancements, completed

	Fiscal Year		
	2004	2005	2006
Target	90	100	-
Actual	-	-	-

Note: DMV Online Project to be completed in FY 2005.

Measure 2.3: Percent of construction completed on Unified Communications Center

	Fiscal Year		
	2004	2005	2006
Target	40	100	-
Actual	-	-	-

Note: UCC construction projected to be completed in FY 2005.

Measure 2.4: Number of new information and service delivery features launched on the District website

	Fiscal Year		
	2004	2005	2006
Target	20	20	20
Actual	-	-	-

Measure 2.5: Percent of mission-critical agencies in compliance with published District IT hardware/software standards

	Fiscal Year		
	2004	2005	2006
Target	85	90	90
Actual	-	-	-

Technical Services

	FY 2004	FY 2005
Budget	2,734,879	$971,065
FTEs	29	6.0

Program Description

The **Technical Services** program provides project management and business consulting services, and business application support to agencies so that they can effectively develop and maintain new IT applications and improve service delivery through effective integration of technology solutions. These services are provided through the Technical Services program's two activities:

- **Agency Technology Projects** - provides project identification, management, execution and transitional services to District agencies so they can have citywide applications enabling new business processes, efficiencies, and higher customer service levels.
- **Business Process Re-Engineering** (BPR) - provides business consulting services to agencies so they can improve service delivery through process improvements and the effective integration of technology.

Program Budget Summary

This program has a gross funds decrease of $1,763,814 or 64.5 percent from the FY 2004 approved budget of $2,734,879. This includes all Local funds. The change is primarily due to errors in the allocation of Intra-District funds and fixed costs in FY 2004. ($1.4 million in Intra-District budget authority was incorrectly allocated to the Technical Services Program, along with the related 22.0 FTEs, in FY 2004. The budget authority and FTEs should have been allocated to the Data Center Operations and Maintenance Program. This error has been corrected in the FY 2005 proposed budget). The gross funds support 6 FTEs, a decrease of 23.0 FTEs from the FY 2004 approved level. Again, the decrease in FTEs is attributable to the error in the allocation of intra-district funds in FY 2004. The FY 2005 proposed FTEs accurately reflects the current staffing and proposed staffing level for this program.

Key Result Measures
Program 3: Technical Services Program
Citywide Strategic Priority Area(s): Making Government Work
Manager(s): Gerry Roth; Doug Kuhn; Cliff Brock
Supervisor(s): Suzanne Peck, Chief Technology Officer

Measure 3.1: Percent of agency or multi-agency non-infrastructure capital IT projects utilizing BPR services (of agencies that have requested BPR services)

	Fiscal Year		
	2004	2005	2006
Target	60	70	85
Actual	-	-	-

Measure 3.2: Percent of enterprise technology projects that meet budget, schedule and business requirements, within 10 percent of base project scope, excluding change orders

	Fiscal Year		
	2004	2005	2006
Target	85	85	90
Actual	-	-	-

Measure 3.3: Percent of major IT projects that are managed by qualified, professional District employees

	Fiscal Year		
	2004	2005	2006
Target	50	60	75
Actual	-	-	-

Data Center Operations and Maintenance

	FY 2004	FY 2005
Budget	16,602,780	$14,445,072
FTEs	63	70

Program Description

The **Data Center Operations and Maintenance** program provides application hosting services to District agencies so that agencies can focus on their core business and mission while running applications, storing and accessing data in a secure, stable, reliable and a cost-effective environment. There is one activity in this program:

- **Data Center Operations and Maintenance** - provides application hosting services to District agencies. By doing so, agencies can focus on their core business and mission, while running applications, storing and accessing data in a secure, stable, reliable and a cost-effective environment.

Program Budget Summary

This program has a gross funds net decrease of $2,157,708 or 13 percent from the FY 2004 approved budget of $16,602,780. This includes a Local funds increase of $3,347,889, and an Intra-District funds decrease of $5,505,597. This change is due primarily to the transfer of Intra-District budget authority to Local funds in an effort to create a more stable funding source for critical District data center operations. This remaining change is due to an error in the allocation of Intra-District funds in FY 2004. ($1.4 million in Intra-District budget authority was incorrectly allocated to the Technical Services Program, along with the related 22.0 FTEs, in FY 2004. The budget authority and FTEs should have been allocated to the Data Center Operations and Maintenance Program. This error has been corrected in the FY 2005 proposed budget.) The program supports 70.0 FTEs over the FY 2004 approved level.

Key Result Measures
Program 4: Data Center Operations
Citywide Strategic Priority Area(s): Making Government Work
Manager(s): Cliff Brock
Supervisor(s): Suzanne Peck, Chief Technology Officer

Measure 4.1: Percent of District-wide server consolidation complete

	Fiscal Year		
	2004	2005	2006
Target	75	100	-
Actual	-	-	-

Note: District-wide server consolidation will be complete in FY 2005.

Measure 4.2: Percent of application response times that fall within established standards

	Fiscal Year		
	2004	2005	2006
Target	50	75	85
Actual	-	-	-

Agency Financial Operations

	FY 2004*	FY 2005
Budget	$327,836	$493,720
FTEs	6.0	6.0

Note: FY 2004 program funding levels are presented for comparison purposes only. The Agency financial Operations program did not exist for

FY 2004 as it is new for PBB agencies in FY 2005.

Program Description
The purpose of the **Agency Financial Operations** program is to provide comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Financial Operations program can be found in the Strategic Budgeting chapter.

For more detailed information regarding the proposed funding for the activities within this agency's programs please see schedule 30-PBB in the FY 2005 Operating Appendices volume.